

To whom it may concern, I am filing this complaint in regards to the very poor quality of my broadband charter gold pipeline service that that I have been receiving since the start of my service with charter 09-02. Have many different issues tht deal with the broadband service. from not being able to get on to any sites, connection issues, being kicked off unable to use for hours at a time etc! I have made many calls to charter tech support to get the run around fought with them to replace the modem that I rent from them, to see if maybe that would help it has not! I have spoken to supervisors who say they will refer to the enginers dept and promised to call me back within 72 hours still waiting that was 21 days ago. again called to get help was told would have supervisor email me with some answers by 1-17-03, again that has not happened.

Charter has had me run different types of test and do say there is a problem but that is it! I spoke to a rep. in the tech support on 1-22-03 we ran test and did identify some issues unclear as to why happening he stated would call me at 8:00pm on 1-22-03 and he did , then he wanted to watch service overnight and return a call to me at 6:00pm on 1-23-03 to see how it was working, which he did thank you andy! for your customer service! but we still not sure where the trouble is. As a consumer and customer service rep for local telephone company, it is great to see good reps our out their! I don't mind paying for great service but for the price I pay for this service is not acceptable. Have asked to credited for service that is not useable have been told have to wait to see what the problem is and get it resolved before any credits would be issued! I have informed them I will be dropping the pipeline service very shortly would rather have dial up, and except poor service and pay less! then to continue to pay for poor service. I am not the only customer in this area who have issues with this service, but most people would rather stay quite then to speak out! I also believe that do to the area I live they know this is the only highspeed option for us, unless we have satelitie service which is not an option for me. Charter has the market here which is very unfair as a consumer, that is why they don't care they no only other option don't equal out! Would truly like to open the market to the DSL Service thats is offered in many areas that is supported through the local telephone company! If your office can help in any way it would be greatly appreciated! Thank you for your time in this matter.

Ms. Steele